

interoffice

M E M O R A N D U M

to: JG, SD, and Hollywood Staff
from: Mirta Ocana
subject: Hollywood Blvd. Security Program
date: June 15, 1995

I found out today that the security provider for our CRA Security program (International Security) was changed, and the contract was transferred to U.S. Guards. Pam Murano called last night and spoke to either Heather or Veronica , but the information was not given to me so today when I got a call from Aloha Security asking why the security was change and why we did not go out to RFP, I became alarmed.

I spoke to Pam (our dept. hero) who told me what the deal was with International. They have not been performing up to standards. Pam caught them billing for more people than they actually had on the Blvd. There were also questions as to the amount of insurance they were providing for their guards as well as other issues. Pam has been documenting this and issued the company two notices to cure the problems. When they did not get their act together, she fired them.

Since the original contract had been awarded to three companies (only one work order was issued to International), it was easy to go to the next in line by canceling the first work order and issuing a second work order immediately. U.S. Guards, who were next in line, stepped in with no interruption of services to the boulevard. Pam told me that they awarded the contract in this manner so that the contractor would know that if they did not performed they could be replaced without taking six months to go out to RFP. This was very smart. That is the problem we had with Patriot. They had us because they knew that we did not have anyone to replace them so they took advantage of this.

The good news is that there has been no interruption of services and because Pam caught International Security billing for more services than they were providing, we will have some funds left from this year's budget to roll over to next year's security program. I don't know the amount yet. I'll keep you posted. Pam is great - she wants to run an all women security company - sounds good to me!